

City of North Plains
Account Clerk I
(\$35,734 – \$43,950)

ESSENTIAL JOB FUNCTIONS:

Utility Billing & Accounts Receivable:

- Maintain pertinent information related to water, water billing, and water receivables.
- Establish new water accounts, process incoming and outgoing water accounts.
- Reconcile water deposits and refunds to general ledger trial balance report.
- Accept customer utility service requests and generate work order for same.
- Maintain customer information records.
- Prepare water billings. Review billings for reasonableness and conduct necessary research to resolve problems.
- Accept and post water accounts receivable.
- Code other cash receivables to correct account funds, enter to accounts receivable system, print and distribute various reports.
- Provide data entry for licenses and permits as it relates to the deposit of accounts receivables.
- Prepare and make bank deposits for all funds received.

Reception and Customer Service Duties:

- Responsible for primary reception duties for City Hall.
Answer telephone, screen calls to determine nature of call, route call to appropriate person or department or take messages as necessary.
- Responsible for primary greeting of visitors to City Hall.
Greet customers in professional, business-like manner and refer to appropriate person or department.
Respond to questions, concerns and complaints as received, referring more technical or specialized questions to others.
Provide a high level of customer service to the public, other agencies, elected/appointed officials, and act as a team player during interactions with other city employees.

AUXILIARY JOB FUNCTIONS:

- Provide backup to other City Hall staff as workload and staffing levels dictate.
Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.
Responsible for ordering office supplies or other office equipment as requested.
Perform a variety of other clerical/secretarial duties in support of City, such as enter data to computer and manual record systems, maintain reports, prepare various reports; sort and distribute incoming mail (primary); prepare outgoing mail; file; type; photocopy; proof documents; post public notices; etc.
Assist in drafting general correspondence.

Safety Committee:

- Follow all safety rules and procedures for work areas.
Participate in the Safety Committee meetings.

DESIRABLE REQUIREMENTS:

Previous experience in water billing environment. Completion of post high school accounting and office practices courses. Knowledge of specific word processing and spreadsheet software utilized in the department. Knowledge of Springbrook accounting software.

MANDATORY REQUIREMENTS:

Knowledge of basic accounting practices, a variety of office procedures and practices, business English, grammar, use of office equipment, including general use of word processing and spreadsheet software, etc. Equivalent to high school and two years' experience in maintaining financial records, processing payments, and resolving customer problems while dealing with the public, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties. Knowledge of business communications preparation.

SPECIAL REQUIREMENTS/LICENSES:

Notary Public within six months from date of hire.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although moving between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees should possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

SUPERVISORY RESPONSIBILITIES:

Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers and newly assigned personnel on department policies and practices as requested by supervisor.

SUPERVISION RECEIVED:

Works under the direct supervision of the Administrative Supervisor and general supervision of the City Manager.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.